Frequently Asked Questions about Coronavirus Disease 2019 (COVID-19)

The FAQs below address Cleveland Clinic’s protocols and guidance related to COVID-19. For general questions about COVID-19, visit the Centers for Disease Control and Prevention (CDC)’s website.

This document contains questions and answers in the following categories:

- Basics
- Resources
- Testing
- Travel
- Visitation Guidelines
- Additional State and National Resources
- Universal Pandemic Precautions (UPP)

Vaccine-related information and FAQs can be found here.

COVID-19 Caregiver Exposure FAQs can be found here.

**Basics**

**Q:** What are the symptoms of COVID-19 and how long do they take to appear?

**A:** Symptoms of COVID-19 may appear two to 14 days after exposure and include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more.

If you have any of these emergency warning signs* for COVID-19 get medical attention immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Q:** How can I best protect myself and patients?

**A:** Practice all of the following, even if you have received your COVID-19 vaccine:

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing or sneezing.
- Avoid close contact with people who are sick.
- If you are sick, stay at home.
• Cover your mouth and nose with a mask when in public.
• Cover coughs and sneezes with a tissue or the inside of your elbow.
• Clean and disinfect frequently touched surfaces.

Q: What safety precautions are in place at Cleveland Clinic facilities?
A: The safety of our patients and caregivers remains our top priority. As such, several precautions are in place at our facilities, including:
• Screening of patients and permitted visitors for potential COVID-19 symptoms, including a temperature scan.
• Requesting patients and visitors sanitize their hands inside our facilities.
• Requiring visitors to wear a mask at all times while inside our facilities in Ohio and Florida.
• Requiring outpatients and patients in the Emergency Department to wear a mask while inside our facilities in Ohio and Florida.
• Strongly encouraging inpatients to wear a mask while inside our facilities in Ohio and Florida.
• Caregivers will be expected to sanitize hands and follow masking, Universal Pandemic Precautions (UPP) and personal protective equipment (PPE) recommendations.
• Reminders for social and physical distancing, and less furniture in our lobbies and waiting areas.
• Continued extensive cleaning of all elevators, door handles and common areas.
• Using four statewide visitation levels – yellow, orange, red and purple – at our Florida and Ohio facilities. The visitation levels are based on data about how COVID-19 is spreading, including state public health information.

Resources

Q. What online resources exist for caregivers?
A: You can access COVID-19 information, protocols and other resources from the COVID-19 toolkit on the intranet, or at clevelandclinic.org/covid19, where most COVID-19 toolkit content is replicated and available when you are not connected to the Cleveland Clinic network.

Q: Is there a specific hotline for caregivers who believe they have COVID-19?
A: Yes, in Ohio, call our Caregiver COVID-19 Hotline at 216.445.8246 if you have symptoms or may have been exposed. Florida caregivers should call 800.546.4149, and Nevada caregivers can call their Occupational Health Department at 702.249.0198.

Q: How can members of the community in Ohio help with supplies?
A: In response to the Northeast Ohio community’s generous requests to provide assistance during the ongoing COVID-19 pandemic, Cleveland Clinic launched a COVID-19 Community Response Campaign.

Visitation Guidelines

Q: What restrictions are in place for visitors going to Cleveland Clinic facilities?
A: At our Ohio and Florida facilities, we use four statewide visitation levels – yellow, orange, red and purple – to protect our patients and caregivers and limit the spread of COVID-19. Visit www.ClevelandClinic.org/visitation to see which level is in place in Ohio and Florida.

Remember, our visitation levels are guidelines and local discretion is necessary to assess whether the ability to maintain social distancing is possible in your areas. Ask visitors to understand that if spacing constraints exist, we may need to redirect them. Contact the Ombudsman office at 216.444.2544 for further support or concerns.

Q: What is the current visitation level?
A: As of May 27, 2021, Ohio and Florida are at level ORANGE.
See the **ORANGE** level outlined below. View this flyer to review the visitation guidelines for all visitation levels.

### VISITATION GUIDELINES

<table>
<thead>
<tr>
<th><strong>LEVEL ORANGE</strong></th>
<th><strong>COVID-19 POSITIVE patients (PPE provided)</strong></th>
<th><strong>COVID-19 NEGATIVE patients</strong></th>
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<tr>
<td><strong>ADULT PATIENTS</strong></td>
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<tr>
<td>Hospitalized patients</td>
<td>Two visitors per day.</td>
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<tr>
<td>Appointments and procedures (without a hospital stay)</td>
<td>Two visitors per day.</td>
<td>Two visitors per day.</td>
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<td>Emergency department</td>
<td>Two visitors per day.</td>
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<td>Labor and delivery</td>
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<td><strong>PEDIATRIC PATIENTS</strong></td>
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<tr>
<td>Appointments, procedures and hospitalizations</td>
<td>Two parents or guardians.</td>
<td>Two parents or guardians.</td>
</tr>
<tr>
<td>Emergency department</td>
<td>Two parents or guardians.</td>
<td>Two parents or guardians.</td>
</tr>
</tbody>
</table>

**PLEASE NOTE:** All visitors must wear a mask, symptom screen and sanitize their hands. Visitation guidelines are subject to change if safe physical distancing isn’t possible.

**Q:** What has changed for visitation with moving to level **ORANGE**?
**A:** Effective July 1, 2021, visitation level orange expanded to allow two visitors per day for each patient in all settings. This includes patients who are confirmed to have COVID-19. Visitors need not be the same individuals each day but must be at least 18 years old. Caregivers should continue to consider compassionate exceptions for all patients.

**Q:** How are the visitation levels determined?
**A:** The visitation levels are based on data about how COVID-19 is spreading, including state public health information.

**Q:** What do visitors need to know?
**A:** Below is a list of important information for visitors to Cleveland Clinic facilities in Ohio and Florida:

- Visitation hours are 7 a.m. to 9 p.m. every day.
- Anyone who is sick, has a fever, or has tested positive for COVID-19 within the last 20 days should not visit or accompany a patient.
- Even with the new state orders, we are still requiring masks upon entering our facilities. Visitors are required to wear a mask, symptom screen and sanitize their hands upon entering our facilities. Masks from home may be worn, or masks will be provided at entrances.
- All visitors to patients with COVID-19 must wear personal protective equipment (PPE).
- Visitors to adult inpatient settings will not be permitted to enter our facilities between 9 p.m. and 7 a.m. unless a compassionate exception applies.
• Visitors must respect SAFE — Six (feet) Away From Everyone — to help keep our community safe from this highly contagious virus.
• If spacing constraints exist, we may need to redirect visitors for their safety and the safety of caregivers and patients.
• To help maintain physical distancing, visitors must limit the number of items they bring when visiting a patient at our facilities.
• Visitors must stay near the patient they are visiting while inside their room. They must not sit at the end of the bed to help maintain physical distancing.

Q: When in-person visitation is restricted, what are some examples of compassionate exceptions we can make for patients and their families?
A: Compassionate exceptions may apply to inpatients and outpatients. Examples of compassionate exceptions include, but are not limited to, when a patient is:
• end of life
• when a patient is experiencing a challenging situation, such as a life-changing diagnosis, prolonged hospitalization, limited cognitive abilities, etc.
• clergy visits and spiritual care needs
• language barrier assistance
• day of discharge

Q: How do we apply compassionate exceptions to visitation for patients in our care?
A: Care team members should work together to look for and offer ways to connect patients to families, if a patient would benefit from such a visit. The nursing unit manager is the best resource to connect with, should such needs arise. If further support or questions with these discussions are necessary, the nursing director or ombudsman can be available to help the team.

Compassionate exceptions must be approved by the nursing unit manager before adding the names of the visitor(s) to the Designated Visitor list in Epic. If a compassionate exception cannot be offered, help patients and loved ones connect virtually and on the phone.

Q: How can we support patients who are not permitted visitors?
A: Whenever possible, continue to assist patients with virtual visits with their loved ones. Find guidance here.

Universal Pandemic Precautions (UPP) – Eye Protection and Masking

Q: What are Universal Pandemic Precautions (UPP)?
A: UPP are protocols that reduce risk of transmitting bacteria or viruses (e.g., COVID-19, influenza) by direct or indirect contact with respiratory droplets from symptomatic, pre-symptomatic and asymptomatic individuals. UPP helps keep caregivers safe by adding layers of protection from transmission. UPP entails wearing a face shield or goggles and a face mask. Refer to our Universal Pandemic Precautions for Caregivers SOP for more information.

Eye Protection

Q: Why can I wear goggles instead of a face shield? Which option is preferred?
A: Either option, when used while properly wearing a face mask, is safe and effective. At all U.S. locations, face shields remain the preferred eye protection option, while goggles are permitted. For some caregivers or circumstances, face shields may not be tolerable (e.g., certain clinical tasks or medical conditions). Compliance with UPP is crucial, which is why we offer two safe eye protection options.
Q: Which caregivers must wear eye protection, and when?
A: All caregivers who work in and/or enter a clinical area (e.g. clinicians, screeners, Red Coats, etc.) must wear eye protection, in addition to their ear loop or surgical mask, while inside all U.S. facilities.

Caregivers must wear eye protection when caring for patients and when within six feet of patients, other caregivers and visitors. This includes when caregivers are entering a patient room, exam room, procedure room, intake area, imaging room or lab area, and when approaching a patient. This does not include when caregivers are inside private offices located within a clinical area.

Refer to this visual aid for proper ways to wear your eye protection.

Q: What is considered to be a clinical area?
A: A clinical area is any space within a Cleveland Clinic facility where patients are provided care, such as being examined or receiving treatment or therapy. This includes common areas such as waiting rooms, hallways and procedure areas.

Q: Can I buy my own eye protection?
A: No, only use Cleveland Clinic supplied face shields, goggles and face masks while at Cleveland Clinic. Cleveland Clinic supplies healthcare approved PPE.

Q: Can I wear side shields with my prescription eyeglasses instead of a face shield or goggles?
A: No, side shields for prescription eyeglasses are not permitted for use as eye protection according to the national standards for UPP.

Q: How should I don and doff my eye protection?
A: Follow proper donning, doffing, cleaning and storing sequences for eye protection during your shift. Refer to these instructions.

Q: Can I replace my eye protection during my shift?
A: Yes, you may replace your eye protection when it is damaged. If damage occurs, contact your manager for a replacement.

Q: Do I have to wear my eye protection all the time, even at a work station?
A: Caregivers can doff (take off) their eye protection for a quick break when they are not working with patients and are able to maintain at least six feet distance from patients, visitors and other caregivers. View examples of when eye protection may be removed on this flyer. Refer to these instructions when doffing your eye protection.

Q: If I have a medical condition that may exempt me from wearing a face shield and goggles, how can I apply for an exemption?
A: Submit your request and supporting medical documentation to covid19@ccf.org. You will be notified via email once your request is reviewed.

Q: What should I do with unwanted or unneeded eye protection items?
A: Caregivers should return, not throw away, eye protection items they do not choose to use. Managers or their designee should reach out to their Site Manager or the Emergency PPE mailbox to return unused or unneeded items.

Q: How do I prevent my face shield from fogging?
A: Make sure your mask fits securely over your nose. With face shields, a mask with a nose bridge will keep warm air from exiting up to your face shield as opposed to other face coverings. Try wearing your face shield higher on your head; the angle helps reduce fog.
You can also wash your face shield with soapy water, shake off the excess liquid, and air dry or gently wipe off with a soft cloth. The soap provides a thin barrier to help prevent fog. Applying Rain-X® to the face shield, or wiping it with a SaniWipe before wearing it for the first time, also seems to reduce fogginess. You may order anti-fog solution using Lawson #493043.

**Masking**

**Q: Which type of mask should I wear? Is it single use or reusable?**
**A:** In the U.S., caregivers are required to wear ear loop or surgical masks inside our facilities. Refer to [this visual aid](#) for proper ways to wear your mask. Caregivers should change masks when it is soiled or damaged. Do not wear a cloth mask over a surgical or ear loop mask.

**Q: How should I properly dispose of a used ear loop mask?**
**A:** Please dispose of your soiled or damaged mask in the garbage, handling by the ear loop. Wash or sanitize your hands, then put on a new mask.

**Q: Who should I contact with specific questions about masking requirements?**
**A:** Speak with your manager for more information or contact your local Infection Preventionist. Questions may be emailed to Infection_Prevention@ccf.org. You can also refer to the PPE Recommendations within the COVID-19 toolkit for current information.

**Q: If I have a medical condition that may exempt me from wearing an ear loop mask, how can I apply for an exemption?**
**A:** Submit your request and supporting medical documentation to covid19@ccf.org. You will be notified via email once your request is reviewed.

**Q: Are patients and visitors required to wear a mask?**
**A:** Yes, at all Ohio and Florida locations, all visitors are required to wear a mask at all times while inside our facilities, unless they meet one of the very limited exceptions for health or behavioral conditions that prevents them from wearing one. At all Ohio and Florida locations, all outpatients and patients in the Emergency Department are required to wear a mask while inside our facilities, unless they meet one of the very limited exceptions for health or behavioral conditions that prevents them from wearing one. Masks from home may be worn, or masks will be provided at entrances.

At all Ohio and Florida locations, inpatients are strongly encouraged to wear a mask while inside our facilities.

**Q: What should I say to patients or fellow caregivers who are not wearing a mask and/or refuse to wear one?**
**A:** Refer to [these tips](#). Communication materials that help caregivers have these compassionate discussions are linked in the COVID-19 toolkit, under the “Caregivers” tab at the “Caregiver Communication Resources” link.

**Q: Do I have to wear a mask in my private office or in meetings?**
**A:** Private spaces where you are alone do not require a mask. Masks should be worn when meeting with others in person.
Testing

Q: What is our testing criteria for COVID-19 at Ohio locations?
A: In Ohio, COVID-19 testing is available for patients who:

- Have symptoms of COVID-19 (refer to the COVID-19 toolkit for a list of symptoms)
- Are admitted to the hospital
- Are requiring an overnight stay or admission. Review this list of surgeries and procedures requiring a COVID-19 test.
- Do not have symptoms of COVID-19, but have had close contact or exposure to someone with COVID-19
- Are requesting COVID-19 testing prior to travel, return to school/college, or childcare

Patients need to be evaluated by a clinician using Cleveland Clinic Express Care Online or in-person, and need a Cleveland Clinic electronic doctor's order to be tested.

Q: What is our testing criteria for COVID-19 at Florida locations?
A: At Cleveland Clinic Indian River and Martin Health, anyone over the age of 5 who has COVID-19 symptoms, as defined by the CDC, is eligible for testing.

At Cleveland Clinic Weston, testing is available only for pre-operative patients and caregivers.

Florida patients who meet criteria for COVID-19 testing will be given an appointment and directed to the testing location.

Q: If I’m a candidate for testing in Ohio, where should I go?
A: There are many Cleveland Clinic COVID-19 testing sites in Northeast Ohio, including at all Express Cares and Urgent Cares in the region. Click here for a full list. Note that an appointment and provider order are required to be tested at a Cleveland Clinic COVID-19 testing site.

Drive-up or on-site testing in Florida is located at the Weston Hospital at Cleveland Clinic Florida's main campus in Weston, Martin North Hospital in Stuart, Martin Health at St. Lucie West in Port St. Lucie and Indian River Hospital in Vero Beach.

Q: Do I need an appointment for testing?
A: Yes, patients are tested by appointment only.

Q: Is there a rapid test available?
A: Rapid COVID-19 testing is used for patients with high-risk conditions (ED admissions to behavioral health, Intensive Care Unit (ICU), or Labor and Delivery; ED admissions from a congregate living facility; ED admission with cancer/immunosuppression; transplant patients with an active organ offer; or patients undergoing emergent surgery with symptoms) OR admissions from the ED with COVID-19 symptoms.

Rapid testing is also available for those who are symptomatic and having urgent surgery (within 24 hours) and transplant patients with an active organ offer.

Q: How do patients get a COVID-19 test if required pre-surgery?
A: Patients scheduled for procedures or surgery requiring admission or overnight stay require a COVID-19 test. All pediatric surgeries and some outpatient procedures also require testing. Review the full list here. If testing is required, the patient will be tested for COVID-19 within three days, or 72 hours, prior to their surgery or procedure date. When a surgery or procedure is scheduled, a COVID-19 test will also be ordered. These patients also have the option of using the SelfCheck™ COVID-19 Swabbing Kit, which allows patients to collect a nasal swab sample at home.
Q: Where can I learn more about SelfCheck?
Visit the testing section of the COVID-19 toolkit for a caregiver primer and FAQ about SelfCheck. Patients can visit our SelfCheck website for instructions, FAQs and a list of SelfCheck pick up and drop off sites.

Q: Can patients get a COVID-19 test at another, non-Cleveland Clinic location for their surgery or procedure?
A: Yes, outside testing is accepted but all patients must have written documentation of their test and results that adhere to the three-day, or 72-hour, testing window.

Q: How long will results from a COVID-19 test take?
A: For patients in the hospital, and those tested in our Emergency Departments who are considered very ill or at risk, results are available within 24 hours (on average). For patients being tested at our drive-thru facility or a pre-surgical testing location, results are available on average within a few days. Patients are asked to remain at home until their test results are released. Once processed, COVID-19 test results are now available immediately in a patient’s MyChart, our secure online health management tool.

Q: Are we testing hospitalized patients?
A: All hospitalized patients (including those in observation status) in Ohio are tested for COVID-19, including hospital transfers and direct admissions.

Q: Are we testing patients admitted through the Emergency Department?
A: All admissions through the Emergency Department are tested for COVID-19 utilizing either the rapid or routine test based on patient risk factors and/or symptoms.

Rapid COVID-19 testing is used for patients with high-risk conditions (ED admissions to behavioral health, Intensive Care Unit (ICU), or Labor and Delivery; ED admissions from a congregate living facility; ED admission with cancer/immunosuppression; transplant patients with an active organ offer; or patients undergoing emergent surgery with symptoms) OR admissions from the ED with COVID-19 symptoms.

Travel

Cleveland Clinic follows the Centers for Disease Control and Prevention (CDC) recommendations for safe domestic and international travel to protect patients, employees, family members and the community from the spread of COVID-19 infection.

Travel restrictions may vary based on whether you are fully vaccinated, not fully vaccinated, or unvaccinated.

Review these FAQs before you travel and contact the Caregiver COVID-19 Hotline if you have questions.

Cleveland Clinic Caregiver COVID-19 Hotline numbers

Ohio caregivers call 216.445.8246.
Florida caregivers call 800.546.4149.
Nevada caregivers call 702.249.0198.

Q: What travel restrictions exist for caregivers?
A: Cleveland Clinic is restricting all domestic and international business travel through 2021. Please postpone requests to book business travel until this restriction is lifted. However, guidelines updated on April 15, 2021 state that caregivers may be eligible for work-related travel if they are invited to speak at events as a representative of Cleveland Clinic, pending approval. Note that this includes travel in adherence with local, state, national or international guidelines related to the pandemic. Learn more.
Domestic Travel

Q: What should I do if I plan to travel domestically within the United States?
A: Cleveland Clinic follows CDC recommendations for domestic travel (out of state) during the COVID-19 pandemic. Refer to these domestic travel guidelines and these recommendations for safe travel by car and air. You may be required to contact the Caregiver COVID-19 Hotline for a return to work screening before your first scheduled work shift after your travel.

International travel

Q: What should I do if I plan to travel internationally?
A: Cleveland Clinic follows CDC recommendations for safe international travel.
- Refer to these international travel guidelines and review the Cleveland Clinic International Travel Arrival Standard Operating Procedure (SOP) when making plans for a trip.
- Learn more here about travel recommendations by destination.

Travel restrictions vary based on a caregiver’s status as fully vaccinated, not fully vaccinated or unvaccinated.

Q: What determines vaccination status?
A: There are three classifications of vaccination status:
- **Fully Vaccinated**: Two (2) weeks after second dose in a 2-dose series or two (2) weeks after a single-dose vaccine.
- **Not Fully Vaccinated**: Incomplete vaccination series or less than two (2) weeks after 2-dose series or single dose vaccine.
- **Unvaccinated**: No vaccination received.

Q: What should I do before I depart for the United States?
A: All passengers coming to the United States, including U.S. citizens and fully vaccinated people, are required to have a negative COVID-19 test result no more than three (3) days before travel or documentation of recovery from COVID-19 in the past three (3) months before boarding a flight to the United States. Refer to these guidelines.

Q: What should I do after I arrive in the United States?
A: Upon arrival to the United States, and before their first scheduled work shift, caregivers are required to call the Caregiver COVID-19 Hotline to obtain and adhere to the travel health post-arrival screening requirements and other instructions. Restrictions vary based on a caregiver’s status as fully vaccinated, not fully vaccinated or unvaccinated.

Q: What if I recently recovered from COVID-19?
A: Follow these CDC guidelines of what is required for documentation of recovery after travel.

Q: Do travel restrictions vary for caregivers vaccinated outside of the United States?
A: Yes. Contact the Caregiver COVID-19 Hotline for the steps you should follow.

Vaccination status

Q: What should I do if I am fully vaccinated?
A: Fully vaccinated caregivers must follow these steps before returning to work:
- Upon arrival to the United States, and before their first scheduled work shift, caregivers are required to call the Caregiver COVID-19 Hotline to obtain and adhere to the travel health post-arrival screening requirements and other instructions.
- Be tested for COVID-19 **three (3) to five (5) days** after arrival.
- Self-monitor for COVID-19 symptoms; isolate and get tested if you develop symptoms.
- Show documentation of full vaccination.

**Q: What should I do if I am not fully vaccinated or unvaccinated?**

**A: Not fully vaccinated and unvaccinated caregivers** must follow these steps before returning to work:
- Upon arrival to the United States, and before their first scheduled work shift, caregivers are required to call the Caregiver COVID-19 Hotline to obtain and adhere to the **post-arrival screening requirements and other instructions**.
- Be tested for COVID-19 **three (3) to five (5) days** after arrival.
- Stay home and **self-quarantine** for a full seven (7) **days** after travel.
  - Caregivers who test negative, must stay home and self-quarantine for the full seven (7) days.
  - Caregivers who test positive, must **isolate** to protect others from getting infected. COVID-19 positive caregivers must follow the caregiver workflow for positive COVID-19 tests. Refer to the processes outlined for Ohio, Florida and Nevada caregivers in the [Cleveland Clinic International Travel Arrival Standard Operating Procedure (SOP)](https://www.clevelandclinic.org).
  - Caregivers who do not get tested, must stay home and **self-quarantine** for ten (10) **days** after travel. They should also self-monitor for COVID-19 symptoms; isolate and get tested if symptoms develop.

**Q: What if my family member traveled internationally in the last 14 days?**

**A: If your family member traveled internationally in the last 14 days and feels sick with any of the COVID symptoms, call your Caregiver COVID-19 Hotline. Your family member should:**
- Seek medical care right away. Before they go to a doctor’s office or emergency room, call ahead and tell them about their recent travel and symptoms.
- Avoid contact with others.
- Not travel while sick.
- They should cover their mouth and nose with a tissue or their sleeve (not their hands) when coughing or sneezing.

Wash hands often with soap and water for 15-20 seconds. Use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.

**Q: Will I have to take PTO if I am required to self-quarantine?**

**A: Talk to your manager about your schedule and refer to the Attendance, Pay and Benefits section of the Caregiver COVID-19 Exposure FAQs for more information.**

COVID-19 vaccinations are encouraged for all Cleveland Clinic caregivers, contractors and vendors. Receiving the vaccine is a personal choice and not a mandate. Learn more about our [caregiver vaccine program](https://www.clevelandclinic.org).
Additional State and National Resources:

- **Southern Nevada Health District** - https://www.southernnevadahealthdistrict.org/coronavirus/

Additional Global Resources: